

47-050107-01

Customer Service Excellence Training To Be Held May 10th

In order to assist companies with their customer service improvement efforts, the organizations of the Delta County Tourism Regional Skills Alliance under the leadership of the Delta County Chamber of Commerce are sponsoring this year's customer service workshop – a seminar that has become an annual professional development event typically scheduled in the spring just before the highly anticipated busy tourism season.

This year's workshop is scheduled for May 10th at Bay College. The program will be facilitated by Chamber member, Joe Constance of Constant Training. Participants consistently rate his program and presentation as outstanding and after attending, you will understand why. Participants will be actively involved in creating the experience. It is a fun – fast paced – comfortable experience.

The morning session, Customer Service Excellence, will cover critical areas such as the top ten service mistakes customers hate, magic words to use that customers love to hear as well as those they hate, how to handle problems and complaints, effective telephone skills, verbal and non-verbal communication techniques, building rapport with anyone and seven critical elements for outstanding service.

The afternoon session, Building Positive Attitudes, will help attendees realize that a positive attitude is the most powerful and priceless personality characteristic one can possess. Participants will learn how to maintain a positive attitude and outlook on life by applying methods and techniques for attitude adjustment and renewal.

Session one and two will overlap from noon until 1:00 with a presentation by Joanna Willbee, President of Hob Nob Communications. Joanna will distribute useful customer service packets and address the importance of relating to the public while promoting the area to guests considering Delta as their vacation travel destination.

Call the Delta County Commerce Center today to register or for additional information, then reap the rewards as you release your employees on their journey of customer service excellence.

Contact us toll-free! 1-800-285-WORKS!